INTERNSHIP PROJECT

Acmegrade(July-August)

PROJECT TITLE

Chatbot that helps one to book Railway Tickets

CHETAN SAINI
chetan27saini@gmail.com

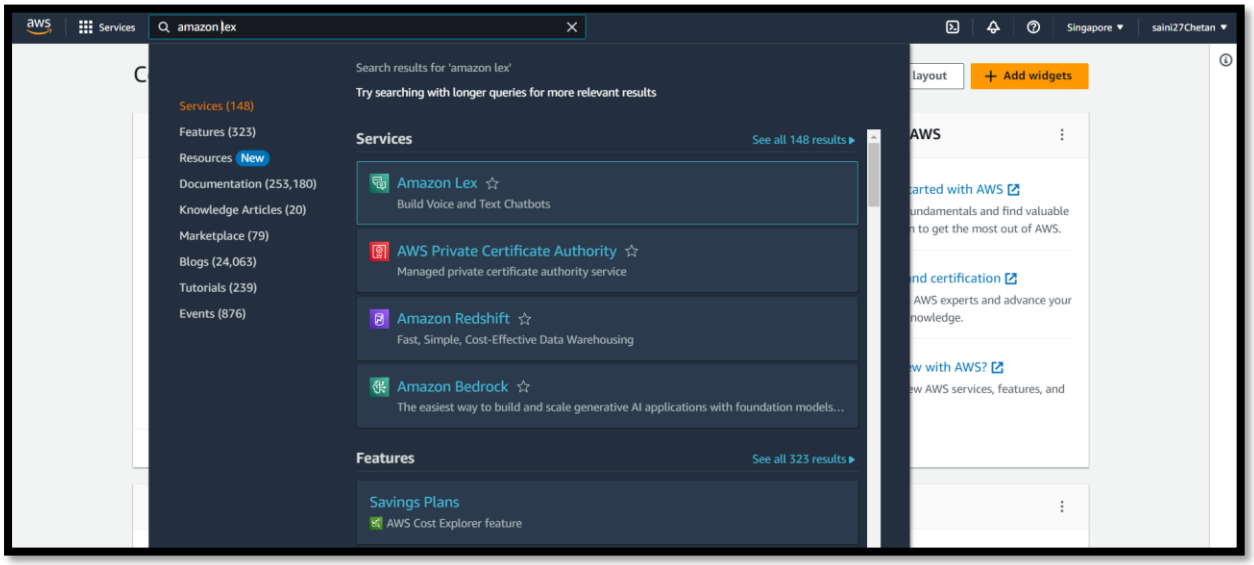
Amazon Lex

Amazon Lex is a fully managed service that helps you build conversational interfaces for your applications. It uses natural language processing (NLP) and machine learning to understand what users are saying and respond in a natural way.

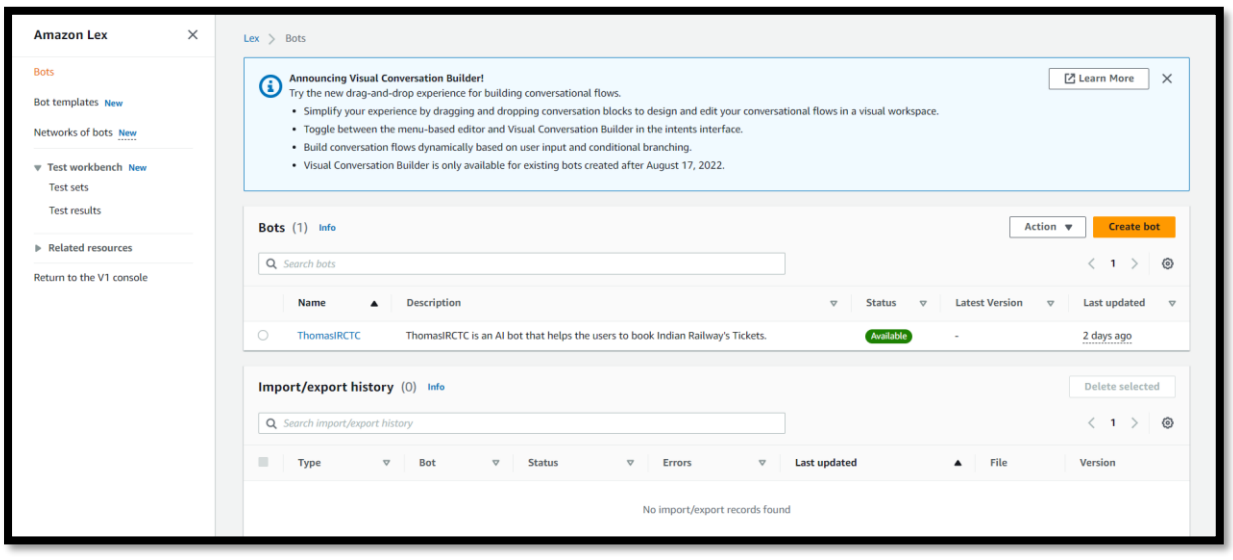
Amazon Lex is often used in various applications, including customer support chatbots, virtual assistants, and interactive voice response (IVR) systems. Developers can customize Lex to suit their specific use cases and integrate it into their existing applications to provide natural and engaging conversational experiences for users. Amazon Lex is a powerful tool that can be used to build conversational interfaces for a wide variety of applications. It is easy to use and scalable, making it a good choice for businesses of all sizes.

AIM: Create a Chatbot that helps you to book Railway Tickets (Follow Standard Railway Ticket process for General and Tatkal)

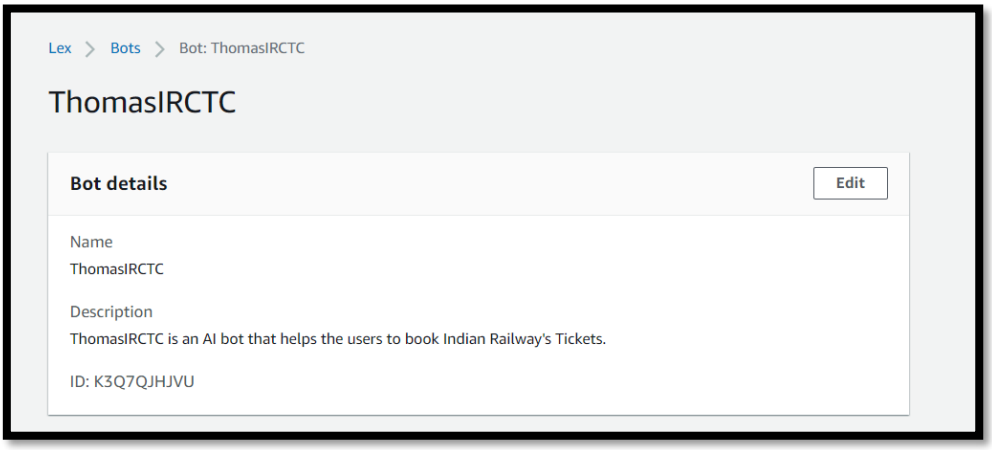
1. Visit AWS Console and search for Amazon Lex service



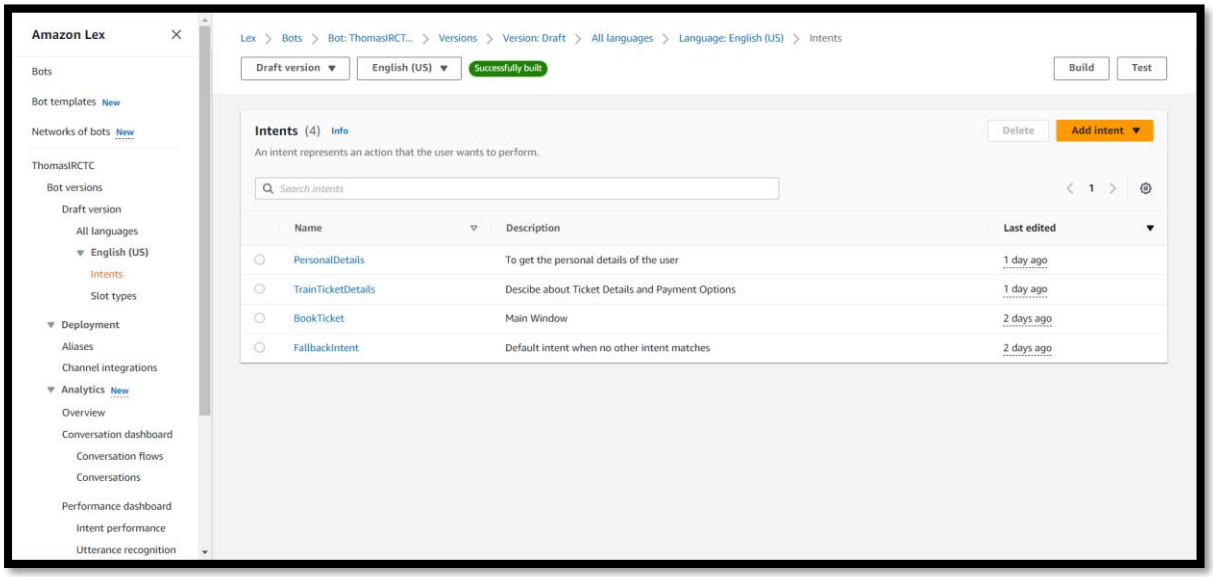
2. To create a bot, click on Create Bot button. I have created a chatbot named as “ThomasIRCTC” which helps the user to book their Railway Tickets in General and Tatkal Quota.



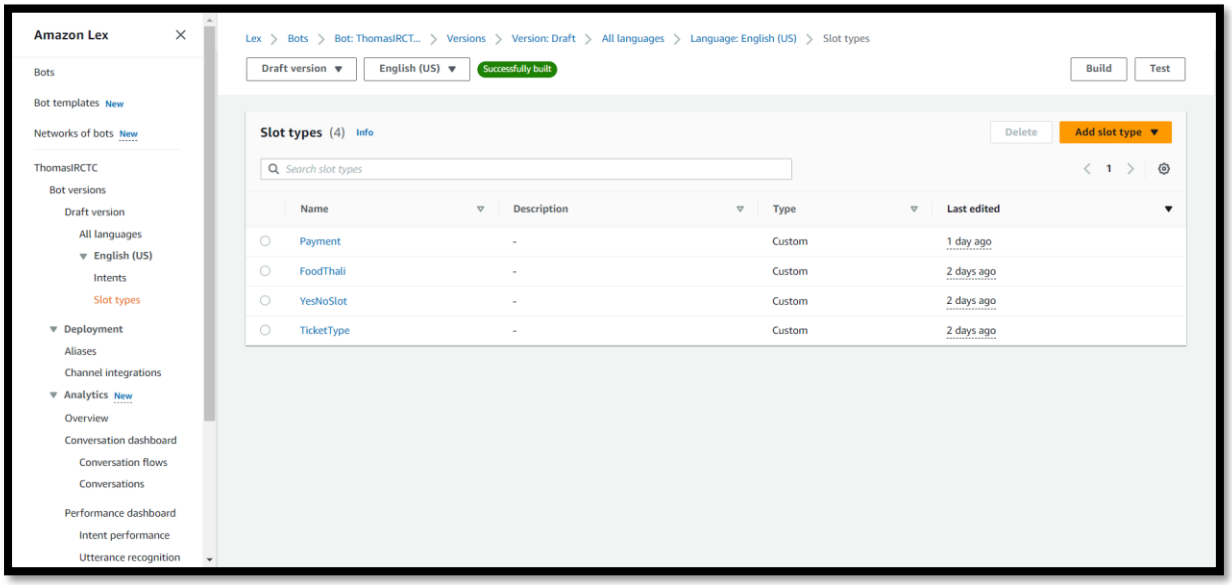
3. Here are details of the bot “ThomasIRCTC”.



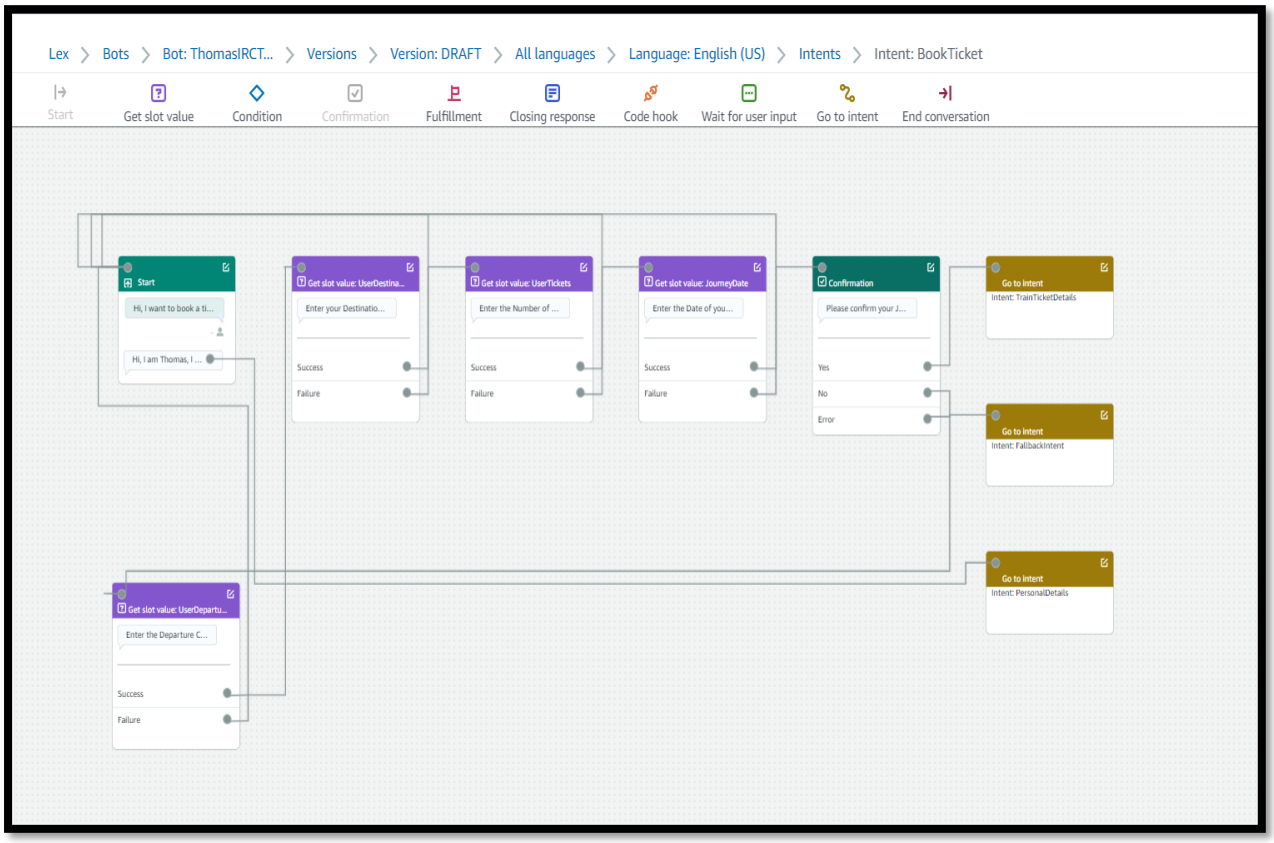
4. List of Intents we have used for the respective chatbot



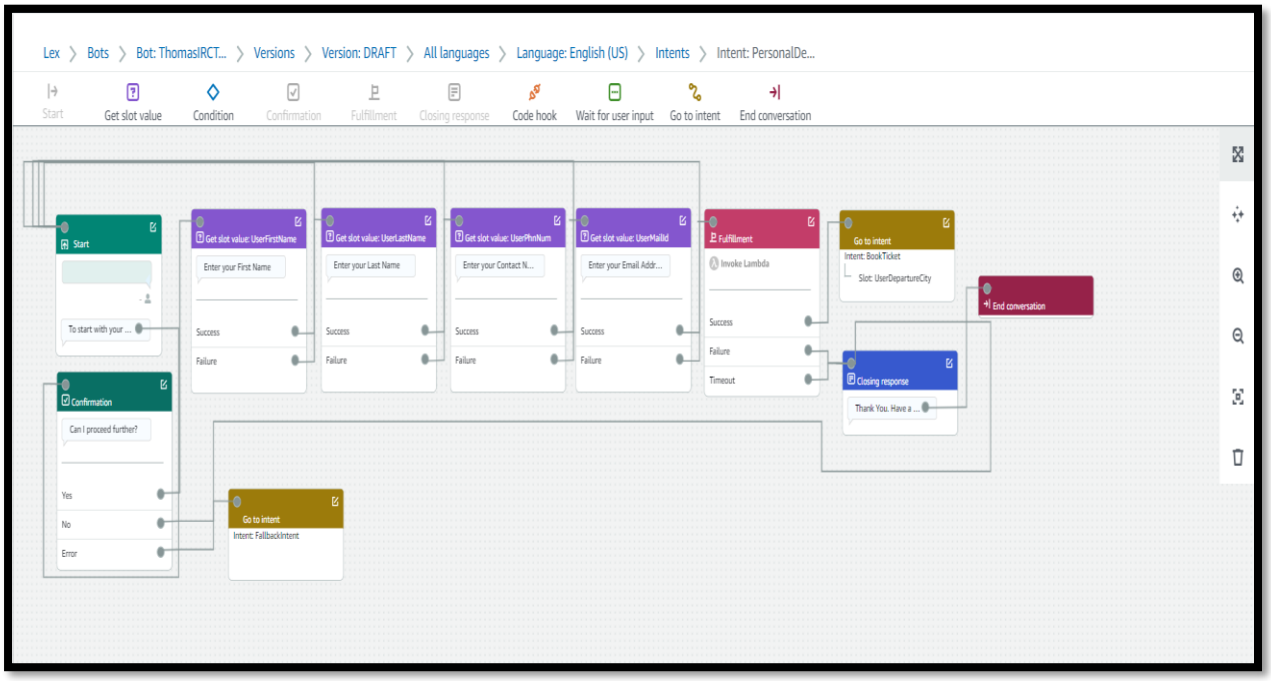
5. List of Slot Types used in the chatbot



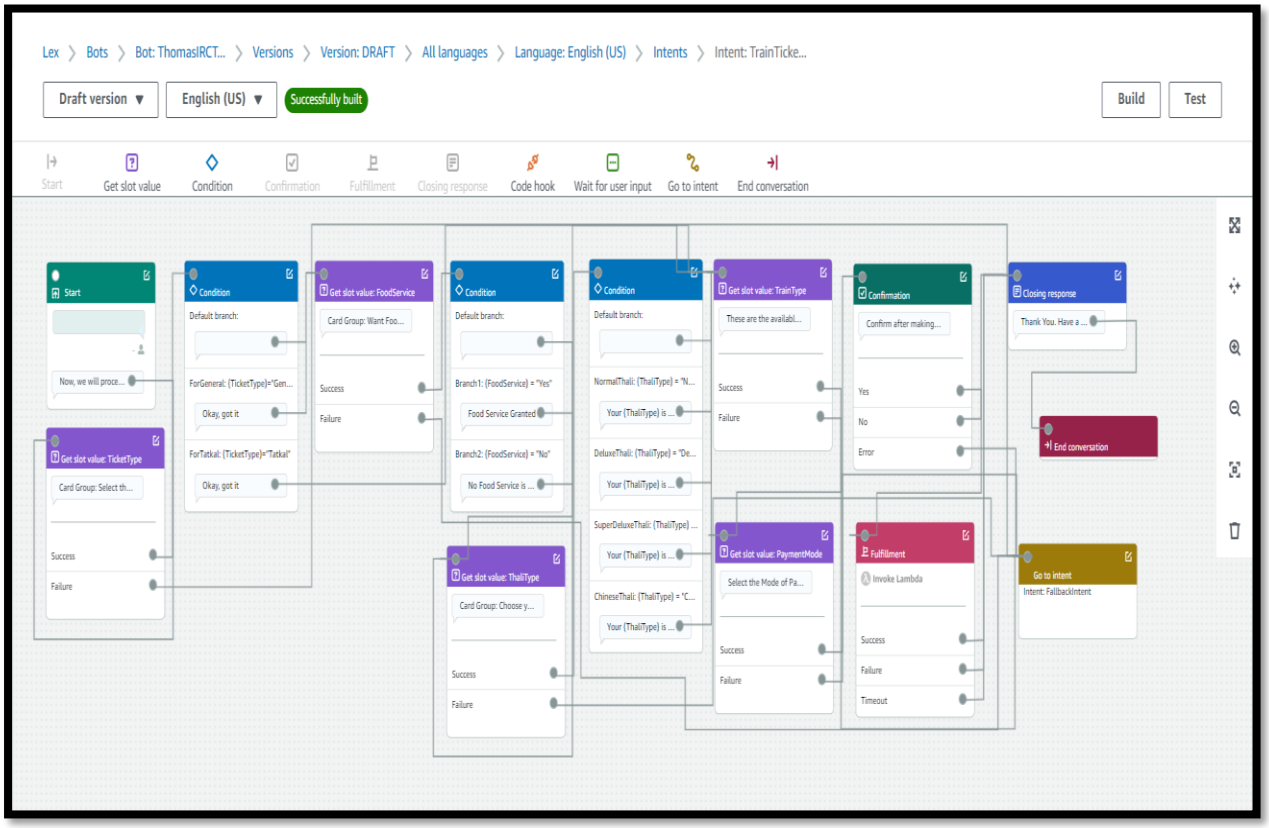
6. Visual Builder Representation of Intents used
   a. BookTicket



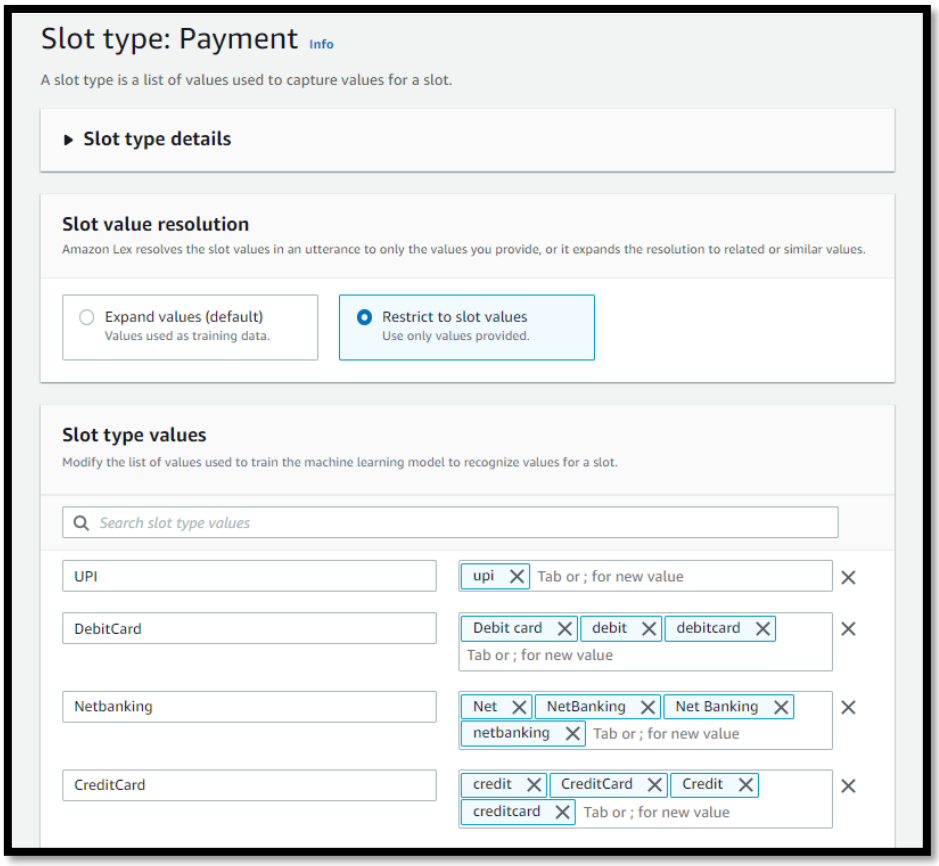
   b. PersonalDetails



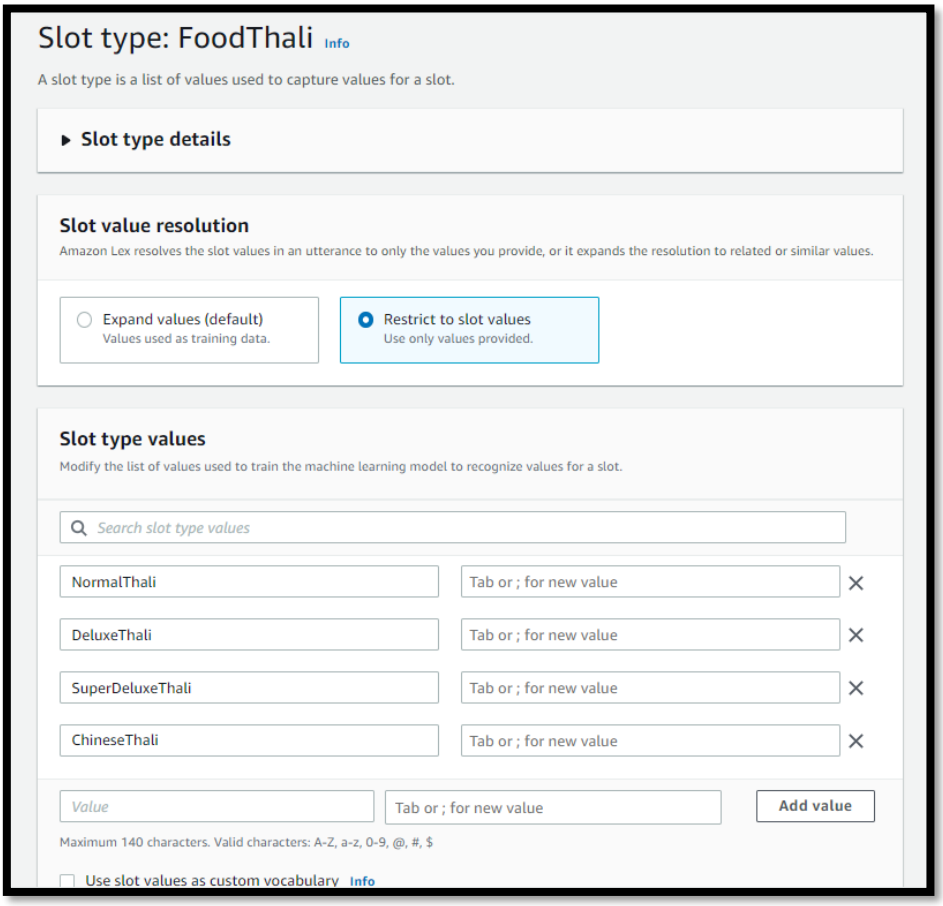
c. TrainTicketDetails



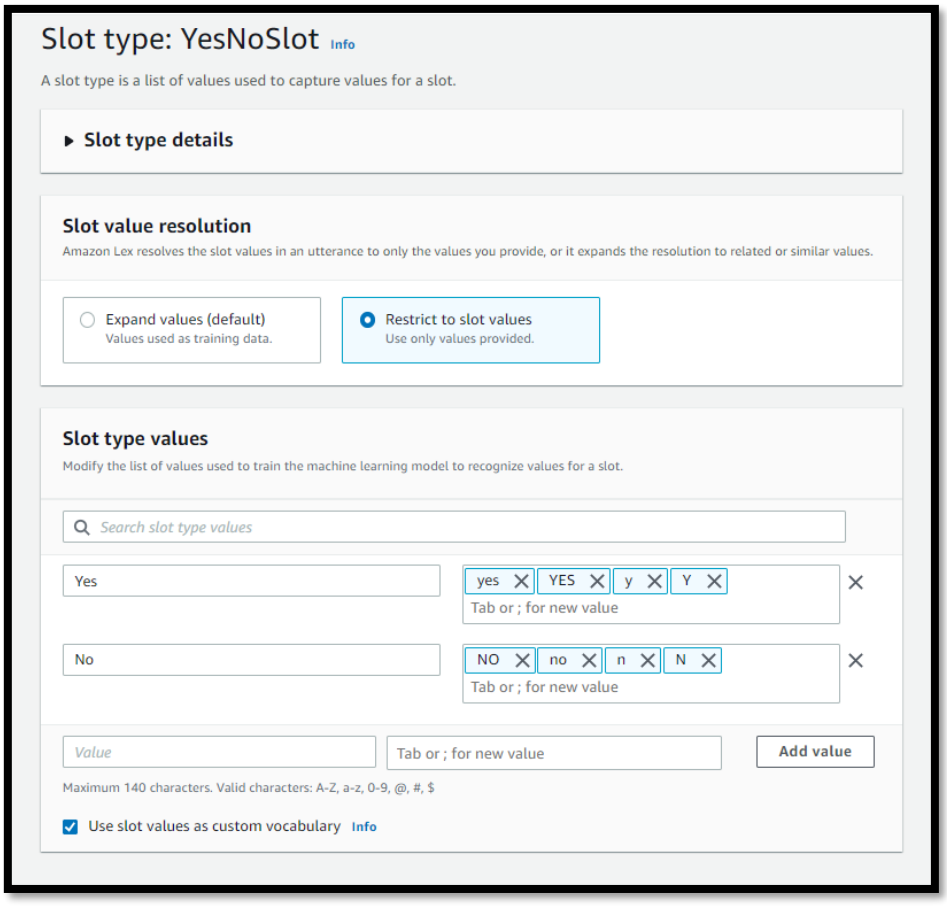
7. Overview of all the built Slot Types
   a. Payment



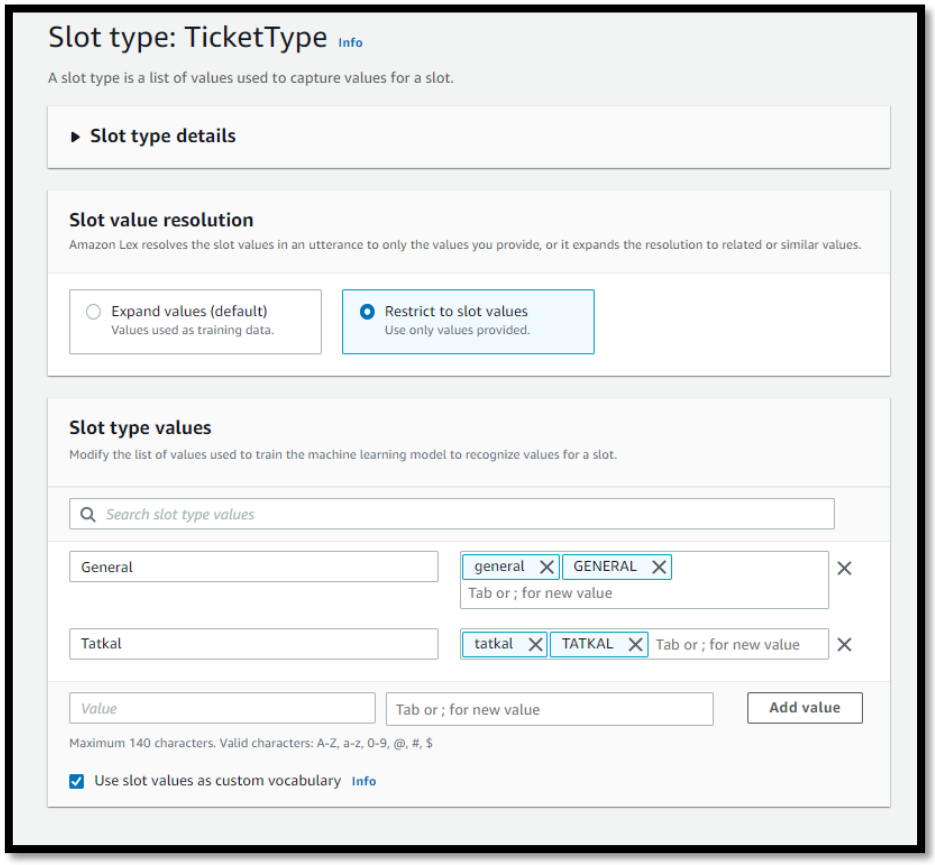
b. FoodThali



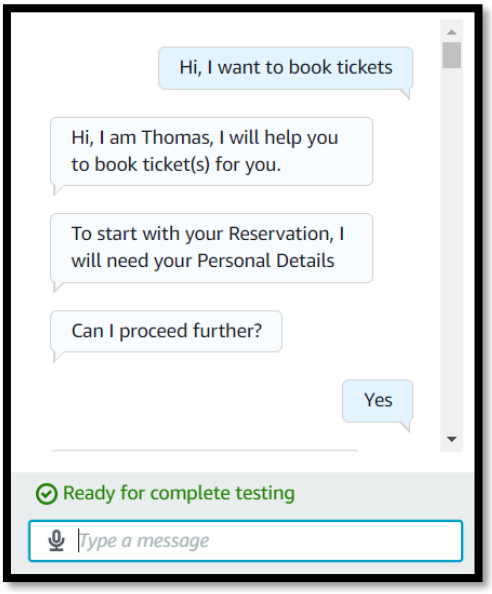
c. YesNoSlot

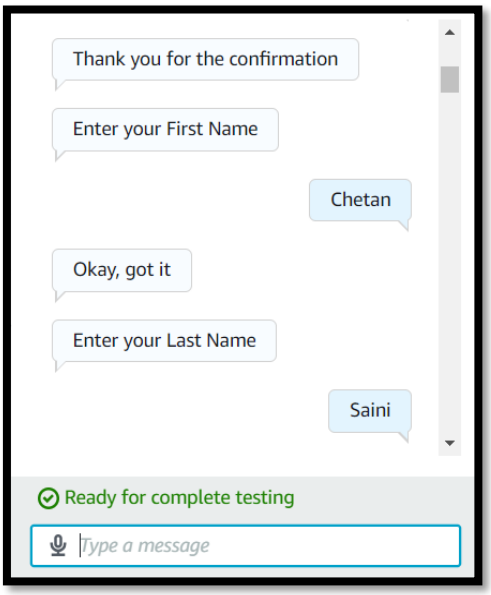


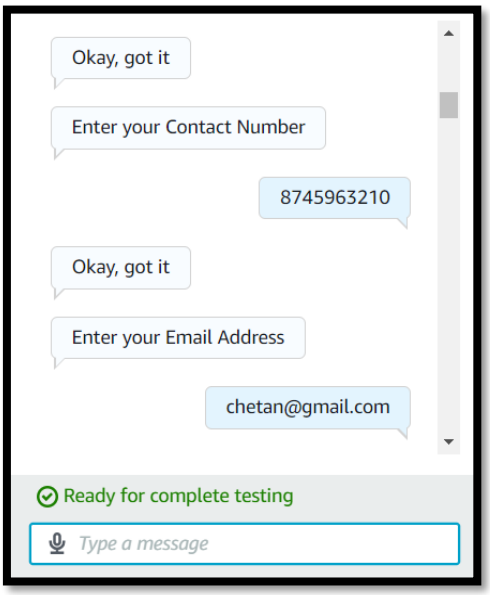
d. TicketType

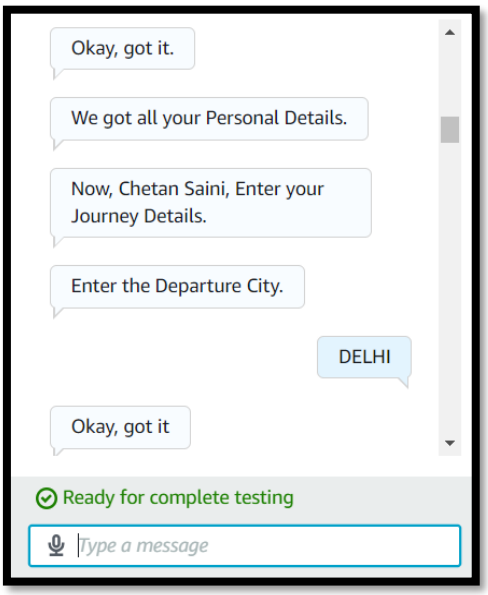


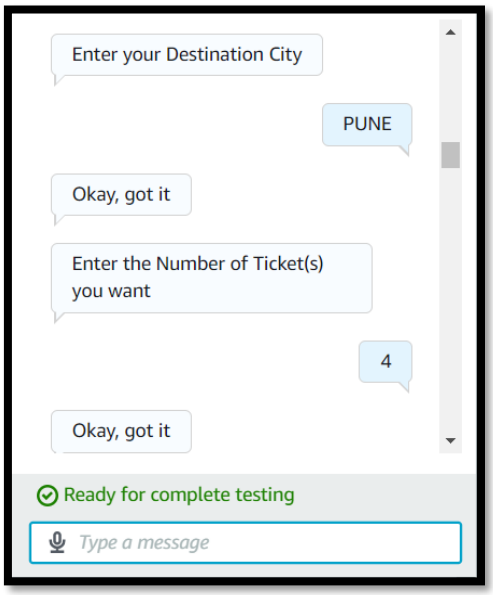
8. Test Draft on Local Platform

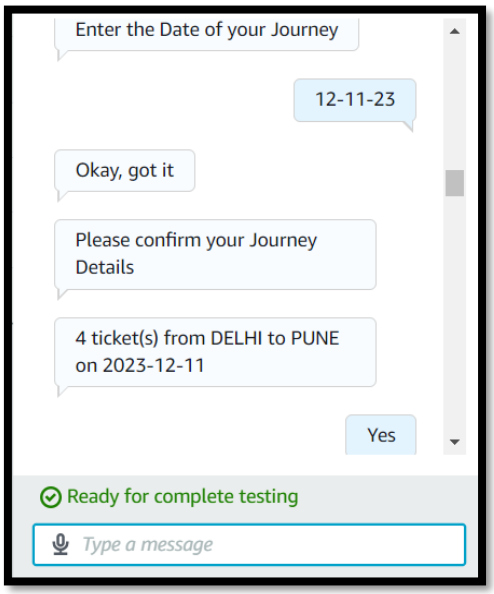


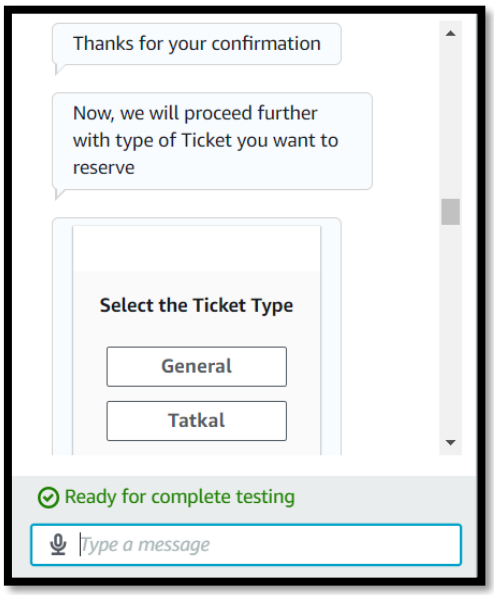

Thank you for the confirmation
Enter your First Name
Chetan
Okay, got it
Enter your Last Name
Saini
Ready for complete testing
Type a message

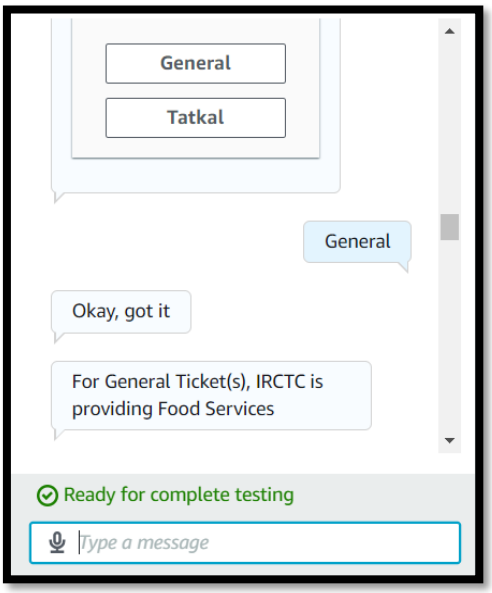

Okay, got it
Enter your Contact Number
8745963210
Okay, got it
Enter your Email Address
chetan@gmail.com
Ready for complete testing
Type a message

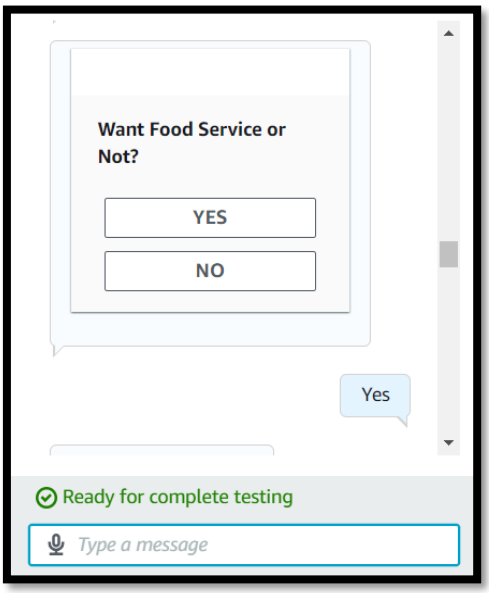

Okay, got it.
We got all your Personal Details.
Now, Chetan Saini, Enter your Journey Details.
Enter the Departure City.
DELHI
Okay, got it
Ready for complete testing
Type a message

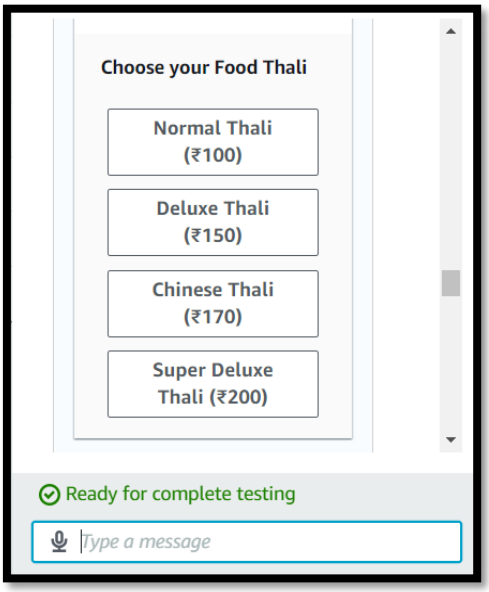

Enter your Destination City
PUNE
Okay, got it
Enter the Number of Ticket(s) you want
4
Okay, got it
Ready for complete testing
Type a message

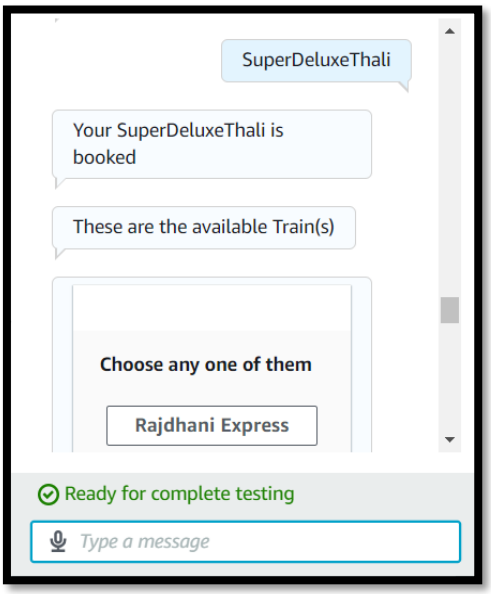

Enter the Date of your Journey
12-11-23
Okay, got it
Please confirm your Journey Details
4 ticket(s) from DELHI to PUNE on 2023-12-11
Yes
Ready for complete testing
Type a message

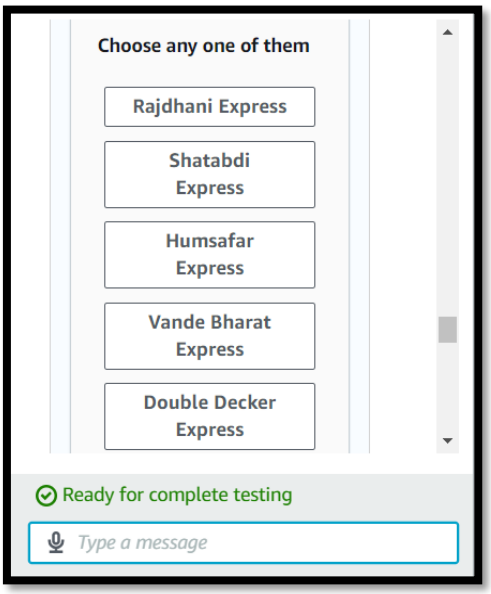

Thanks for your confirmation
Now, we will proceed further with type of Ticket you want to reserve
Select the Ticket Type
General
Tatkal
Ready for complete testing
Type a message

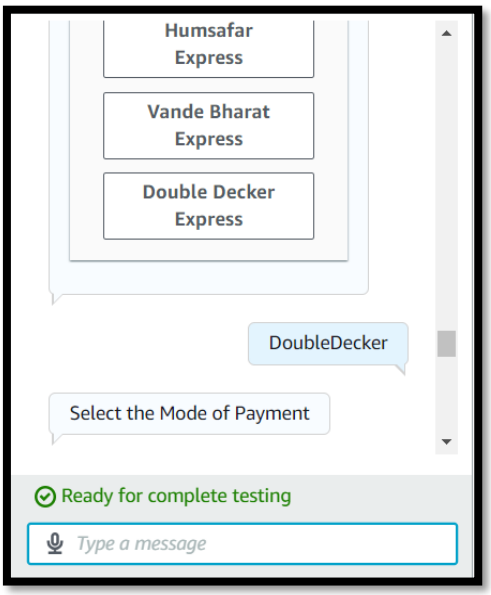

General
Tatkal
General
Okay, got it
For General Ticket(s), IRCTC is providing Food Services
Ready for complete testing
Type a message

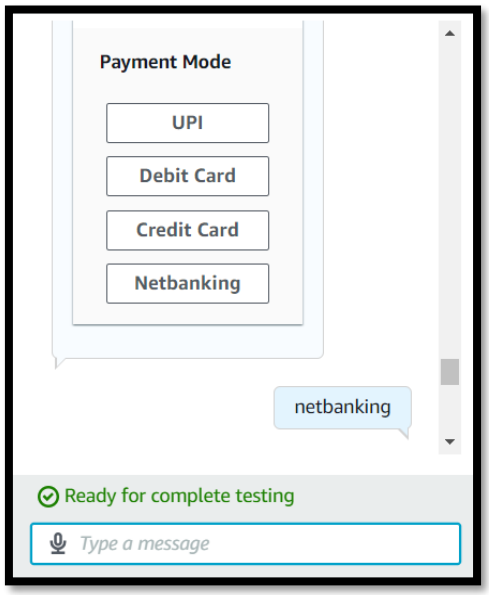

Want Food Service or Not?
YES
NO
Yes
Ready for complete testing
Type a message

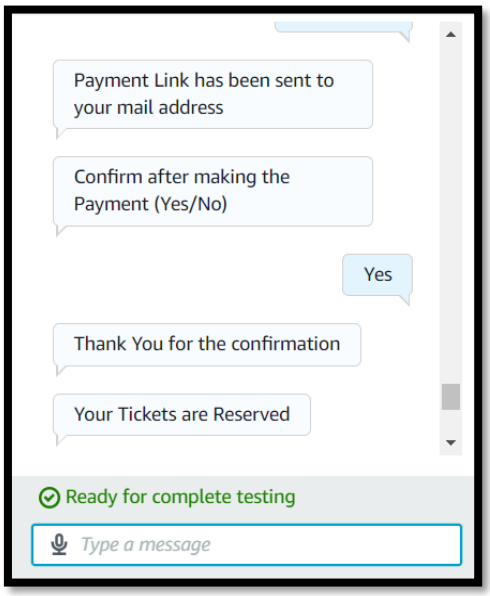

Choose your Food Thali
Normal Thali (₹100)
Deluxe Thali (₹150)
Chinese Thali (₹170)
Super Deluxe Thali (₹200)
Ready for complete testing
Type a message

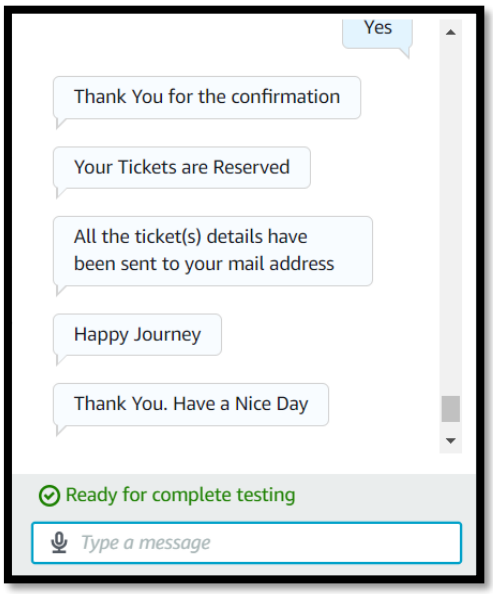

SuperDeluxeThali
Your SuperDeluxeThali is booked
These are the available Train(s)
Choose any one of them
Rajdhani Express
Ready for complete testing
Type a message


Choose any one of them
Rajdhani Express
Shatabdi Express
Humsafar Express
Vande Bharat Express
Double Decker Express
Ready for complete testing
Type a message

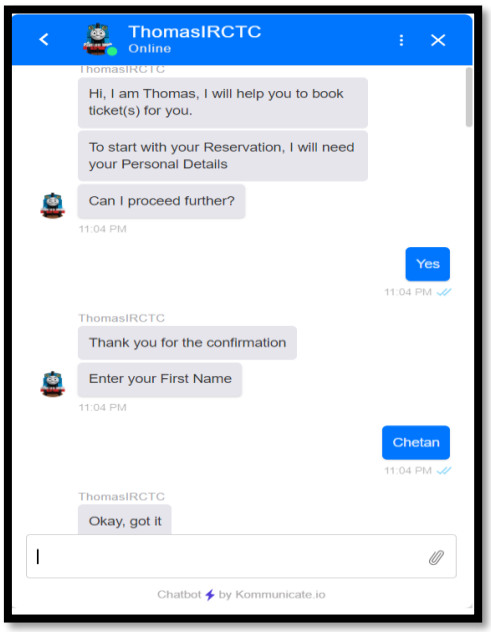

Humsafar Express
Vande Bharat Express
Double Decker Express
DoubleDecker
Select the Mode of Payment
Ready for complete testing
Type a message

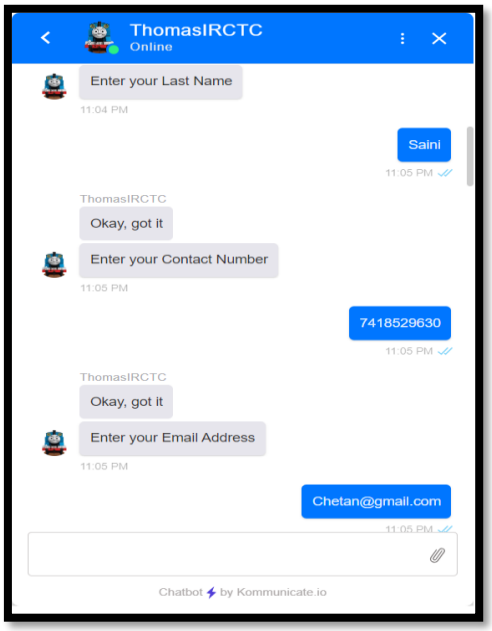

Payment Mode
UPI
Debit Card
Credit Card
Netbanking
netbanking
Ready for complete testing
Type a message

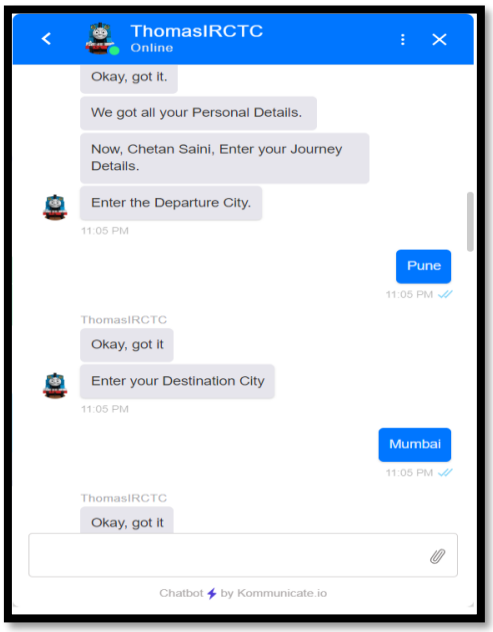

Payment Link has been sent to your mail address
Confirm after making the Payment (Yes/No)
Yes
Thank You for the confirmation
Your Tickets are Reserved
Ready for complete testing
Type a message

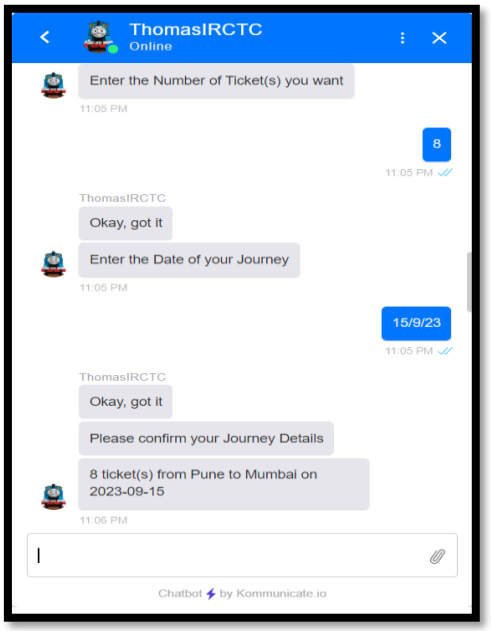

Yes
Thank You for the confirmation
Your Tickets are Reserved
All the ticket(s) details have been sent to your mail address
Happy Journey
Thank You. Have a Nice Day
Ready for complete testing
Type a message

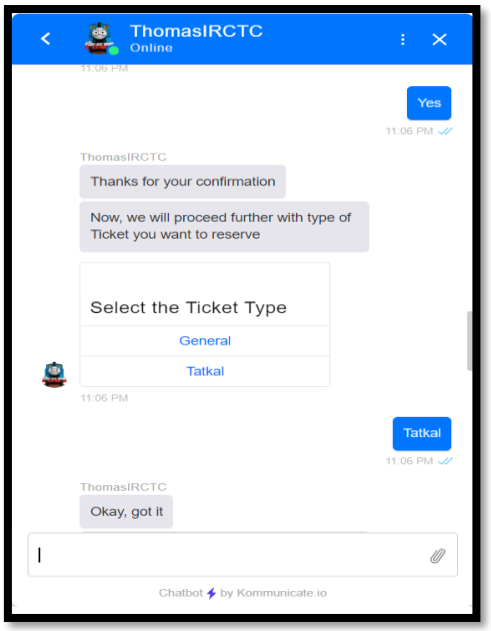
9. Integrated with kommunicate to make the chatbot more attractive.
(https://www.kommunicate.io/)
To integrate the chatbot with kommunicate, I have used the root user's access key.
Access key can be generated by going in Security Credential tab

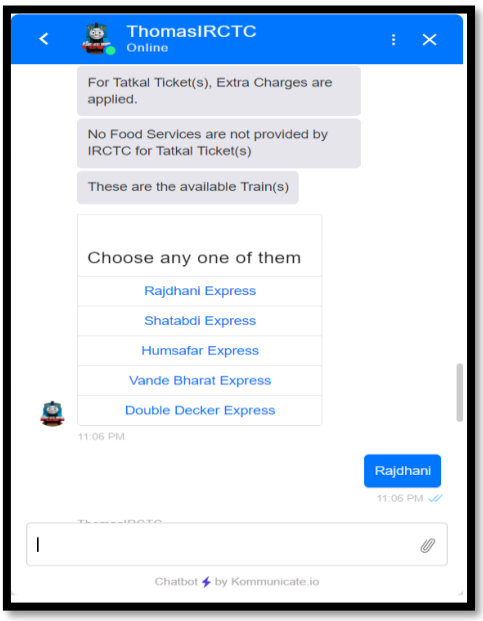


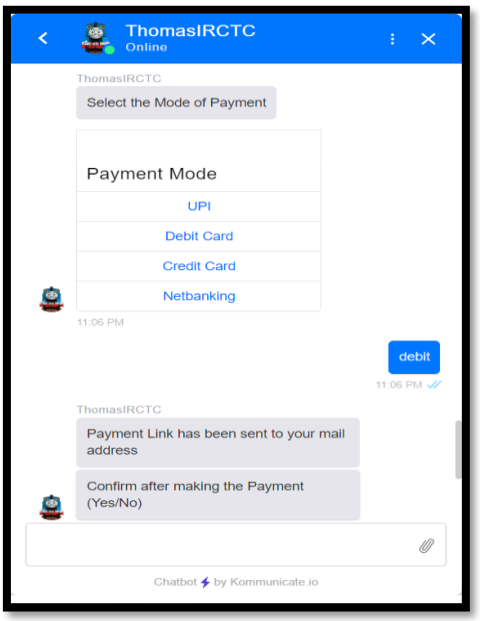


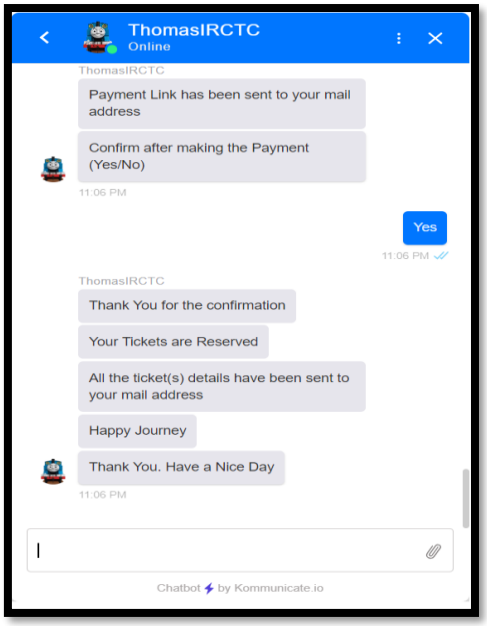

ThomasIRCTC
Online
Okay, got it.
We got all your Personal Details.
Now, Chetan Saini, Enter your Journey Details.
Enter the Departure City.
11:05 PM
Pune
11:05 PM
ThomasIRCTC
Okay, got it
Enter your Destination City
11:05 PM
Mumbai
11:05 PM
ThomasIRCTC
Okay, got it
Chatbot by Kommunicate.io


ThomasIRCTC
Online
Enter the Number of Ticket(s) you want
11:05 PM
8
11:05 PM
ThomasIRCTC
Okay, got it
Enter the Date of your Journey
11:05 PM
15/9/23
11:05 PM
ThomasIRCTC
Okay, got it
Please confirm your Journey Details
8 ticket(s) from Pune to Mumbai on 2023-09-15
11:06 PM
Chatbot by Kommunicate.io


ThomasIRCTC
Online
11:06 PM
Yes
11:06 PM
ThomasIRCTC
Thanks for your confirmation
Now, we will proceed further with type of Ticket you want to reserve
Select the Ticket Type
General
Tatkal
11:06 PM
Tatkal
11:06 PM
ThomasIRCTC
Okay, got it
Chatbot by Kommunicate.io







I hope you like my work and I am grateful of you that you have given me this opportunity.